

**CITY OF ANAHEIM  
CLASS SPECIFICATION**

**TITLE CODE: AA2**

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**CLASSIFICATION:**     **Assistant Customer Services Manager**

**DEPARTMENT:**       **Public Utilities/Finance & Administration**

**CLASS DEFINITION:** Assist in the direction, management, supervision and coordination of the programs and activities of the Customer Service Division within the Public Utilities Department; to coordinate assigned activities with other divisions, departments, and outside agencies; and to provide highly responsible and complex administrative support to the Customer Services Manager.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general direction from the Customer Services Manager.

Exercises direct supervision over supervisory, technical, and clerical staff.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

*The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.*

Assist in the management of the services and activities of the Customer Service Division including credit and collections, utility services, customer account maintenance, field services, and a citywide information call center.

Perform oversight of the day-to-day operations of the Customer Service Division to enable the Customer Services Manager to focus on the strategic issues, goals, and objectives of the division.

Participate in the development and implementation of goals, objectives, policies and priorities for assigned programs including utility billing, credit and collection, customer service, billing investigations, utility services, administration, field services, meter reading, revenue protection, and data systems; identify resource needs; recommend and implement policies and procedures.

Select, train, motivate, and evaluate customer services personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Provide direct supervision to the 311 Call Center and credit and collections functions; provide operating oversight and guidance to the field services and customer billing areas.

Assist in planning, coordinating and reviewing the work plan for providing customer services; meet with staff to identify and resolve problems; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures; recommend and implement changes as appropriate.

Identify opportunities for improving service delivery methods and procedures; work closely with department staff to identify areas of improvement; recommend changes including implementation strategies and cost savings; review with appropriate management staff; implement improvements.

Prepare requests for proposals, scope of work and agreements for professional services; oversees and monitors the work of consultants; administers contracts with consultants, contractors and outside vendors.

Respond to and resolve difficult and sensitive citizen inquiries and complaints; ensure the effective and efficient resolution of customer problems and complaints.

Participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.

Assist in the preparation of training courses to reflect technical or procedural changes; work with user groups to ensure that system capabilities are utilized to the fullest.

In the absence of the Customer Services Manager, assume management responsibility for the division.

Perform related duties as required.

### **JOB RELATED QUALIFICATIONS:**

Experience and Education: Five years of increasingly responsible customer service experience including two years of administrative and supervisory responsibility supplemented by a Bachelor's degree from an accredited college or university with major course work in accounting or a related field. An equivalent combination of experience and education sufficient to perform the essential job functions and provide the required knowledge and abilities is qualifying.

Knowledge of: Operational characteristics, services, and activities of a utility billing, customer service and credit program; principles and practices of financial management and public relations; principles and practices of program development and administration; utility billing and customer service activities; principles and practices of municipal budget preparation and administration; rates, rules and regulations pertaining to public utilities; generally accepted accounting principles, governmental accounting, budgeting and auditing; processing system design and operation related to utility billing and customer service activities; principles of fiscal management; laws, methods and practices of credit and collections; principles of supervision, training, and performance evaluation; pertinent federal, state, and local laws, codes, and regulations.

Ability to: Oversee and participate in the management of a comprehensive utility billing and customer service program; oversee, direct, and coordinate the work of lower level staff; select, supervise, train, and evaluate staff; participate in the development and administration of division goals, objectives, and procedures; prepare and administer large program budgets; prepare clear and concise administrative and financial reports; interpret complex financial statements and measure financial performance; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; research, analyze, and evaluate new service delivery methods and techniques; interpret and apply federal, state, and local policies, laws, and regulations; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

License/Certification Required: Possession of an appropriate, valid driver's license.

### **WORKING CONDITIONS:**

Environmental Conditions: Work is performed primarily in a standard office setting with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends.

Physical Conditions: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment

requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**OTHER:**

FLSA Designation: Administrative Exempt

Unit Designation: Supervisory Management

**CAREER LADDER INFORMATION:** Experience gained in this classification may serve to meet minimum qualifications for Customer Services Manager.

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

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